

## Schedule 13

## Change Request for FY 08-09 Budget Request Cycle

Request Title: Decision Item FY 08-09 ☐ Supplemental FY 07-08 ☐ Budget Request Amendment FY 08-09 ☐  
 Department: Parole Board Electronic Imaging  
 Priority Number: Department of Corrections  
 BA #1

Dept. Approval by: *Arteses W. Zayas* Date: 11/27/07  
 OSPB Approval: *for u* Date: 11/27/07

	1	2	3	4	5	6	8	9	10	
Fund	Prior-Year Actual FY 08-07	Appropriation FY 07-08	Supplemental Request FY 07-08	Total Revised Request FY 07-08	Base Request FY 08-09	Decision/ Base Reduction FY 08-09	November 1 Request FY 08-09	Budget Amendment FY 08-09	Total Revised Request FY 08-09	Change from Base (Column 5) FY 09-10
Total of All Line Items	Total	914,381	0	1,358,665	1,358,665	0	1,358,665	54,369	1,413,034	5,000
	FTE	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
	GF	914,381	1,358,665	0	1,358,665	1,358,665	0	1,358,665	1,413,034	5,000
	GFE	0	0	0	0	0	0	0	0	0
	CF	0	0	0	0	0	0	0	0	0
	CPE	0	0	0	0	0	0	0	0	0
FF	0	0	0	0	0	0	0	0	0	
(3) Support Services (G) Information Systems Operating Expenses	Total	914,381	0	1,358,665	1,358,665	0	1,358,665	0	1,358,665	5,000
	FTE	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
	GF	914,381	1,358,665	0	1,358,665	1,358,665	0	1,358,665	1,358,665	5,000
	GFE	0	0	0	0	0	0	0	0	0
	CF	0	0	0	0	0	0	0	0	0
	CPE	0	0	0	0	0	0	0	0	0
FF	0	0	0	0	0	0	0	0	0	
(8) Parole Board Start Up Costs	Total	0	0	0	0	0	0	54,369	54,369	0
	FTE	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
	GF	0	0	0	0	0	0	54,369	54,369	0
	GFE	0	0	0	0	0	0	0	0	0
	CF	0	0	0	0	0	0	0	0	0
	CPE	0	0	0	0	0	0	0	0	0
FF	0	0	0	0	0	0	0	0	0	

Letternote revised text:

Cash Fund name/number, Federal Fund Grant name:

IT Request: ☐ Yes ☐ NoRequest Affects Other Departments: ☐ Yes ☐ No

If Yes, List Other Departments Here:

OIT

## CHANGE REQUEST for FY 08-09 BUDGET REQUEST CYCLE

Department:	Department of Corrections
Priority Number:	BA #1
Change Request Title:	Parole Board Electronic Imaging

### SELECT ONE (click on box):

- ☐ Decision Item FY 08-09
- ☐ Base Reduction Item FY 08-09
- ☐ Supplemental Request FY 07-08
- ☒ Budget Request Amendment FY 08-09

### SELECT ONE (click on box):

Supplemental or Budget Request Amendment Criterion:

- ☐ Not a Supplemental or Budget Request Amendment
- ☐ An emergency
- ☐ A technical error which has a substantial effect on the operation of the program
- ☒ New data resulting in substantial changes in funding needs
- ☐ Unforeseen contingency such as a significant workload change

### Short Summary of Request:

The Department of Corrections (DOC) requests \$54,369 General Fund in FY 2008-09 Parole Board Subprogram start up funds to convert the paper-intensive parole decision process from hard copy, faxed, and typewritten forms, to electronic documents that could be digitally signed and e-mailed to the appropriate parties.

### Background and Appropriation History:

The Parole Board's mission is to promote public safety, implement rules and regulations that govern the granting and revocation of parole, set terms of parole and release dates to ensure offenders receive fair and consistent treatment, as well as assist offenders toward community reintegration in accordance with Section 17-2-201 C.R.S (2007).

The seven-member Board is responsible for reviewing inmate applications for parole, setting the conditions and duration of parole, reviewing parole officer requests for modifications to terms of parole or revocation of parole status, and remanding the offender back to prison or to a revocation facility. Parole Board members also review suspensions and rescissions of previously granted parole to inmates not yet released who subsequently become ineligible because of a new offense.

The seven Board members and staff prepare paperwork for the various Board actions on typewritten or handwritten forms; staff also enter form information into various electronic systems for tracking and notification. From July 1, 2006 to June 30, 2007, the Parole Board conducted 20,247 application hearings, 11,699 revocation hearings, 342 rescission hearings, and issued 214 warrants (*DOC Program Crosswalk FY 2008-09, Parole Board, pgs. 6-8*). Parole Board staff filed 28,958 pieces of paper during this timeframe.

#### ***Application Hearings***

An inmate's application for a parole hearing is a five-step process requiring data entry into two separate electronic tracking systems. Facility case managers prepare packets of information when an inmate requests an application for a hearing. The case manager generates a "Notice of Colorado Parole Board Action" on a computer, enters the inmate's DOC number and prints the document. A Parole Board member signs the form at a facility-based hearing; a second Board member reviews the case for accuracy and to ensure the decision meets statutory criteria. The action form is sent back to the Parole Board office via Federal Express where it is copied for distribution to DOC Records, Time Computation, the inmate's working file, and the inmate. The Parole Board retains the form with the original signature.

Information is entered into the Board's electronic log of all hearings conducted (Paradox serves as the Board's in-house tracking system) and separately by Time Computation into the DOC electronic system.

If there is no approved parole plan, Time Computation sends an email to Parole Board staff indicating the Parole Board action requires an amendment. Since the system does not permit electronic editing, Board staff must print an "amend" form and complete it in writing or by typewriter. Signatures are then stamped onto the "amend" forms.

***Suspension and Rescission***

The Parole Division files an automated Parole Complaint when an offender violates the terms of parole. The Board staff receive a notification that a Complaint is in the system and can access the system to set the hearing date.

Once the hearing date is set, however, the process becomes primarily a paper process. Office staff prepare a hard-copy paper file for the hearing, consisting of a Parole Board mittimus (a Parole Board Order on revocation hearings). The mittimus is typed on a multi-part form from information taken from the Parole Complaint. The original copy of the mittimus is filed and retained for the hearing, and, if required, the amendment must be typed as well. Every mittimus requires an original signature.

***Warrants***

Warrants also involve a paper intensive process. If an offender fails to appear for a revocation hearing, the Parole Board issues a handwritten form. When a Parole Officer enters a complaint and requests a warrant, a signed, handwritten form is faxed to the Parole Board. The Board holds the faxed form until a system notification of the complaint is available so that the faxed form and system notification can be matched for accuracy. A Board member or the Board Chair is required to visit the Pueblo Parole Office to physically sign the hard copy warrant. This usually occurs a few times per week; however, during times when Parole Board members are conducting hearings at outlying facilities, it is less frequent. The signed warrant is faxed to the Colorado State Patrol to air on Colorado Crime Information Center (CCIC) and National Crime Information Center (NCIC).

Beyond the labor intensive effort needed to complete and process hard-copy paper files, the absence of an electronic system to process Parole Board actions means that researching trends in parole revocations, such as causes of revocations or original offense of inmate violating parole, cannot be done electronically and requires review of individual hard-copy inmate files.

- Parole Board received FY 07-08 appropriations of \$1,150,377 in personal services for 13.5 FTE, \$104,890 in operating and \$152,000 in contract services.

General Description of Request:

The Department requests \$24,374 in General Fund start up funds for the Parole Board to purchase 14 laptop computers equipped with appropriate software and \$29,995 for software development. The request totals \$54,369.

Laptops are requested for seven Parole Board members, four Release Hearing Officers, and three Administrative Hearing Officers. The Release and Administrative Hearing Officers also conduct parole hearings and need the same software and hardware requirements as the Parole Board members.

Each Parole Board member currently has a desktop computer and a typewriter. However, there are many instances when the Board travels to outlying facilities for hearings, and do not have computer capabilities until returning to the office. The addition of portable laptop computers would use today's digital capabilities to convert the paper-intensive parole decision process from hard copy, faxed, and typewritten forms to electronic documents that could be completed and edited on a desktop or laptop computer, digitally signed and emailed to the appropriate parties.

A digital signature is very secure and can ensure the body of the document being sent has not been altered. Forgery is more difficult with digital signatures than with handwritten signatures. When the document is "digitally signed," digital software scans the document and creates a calculation which represents the document. This calculation becomes part of the "digital signature." When the recipient authenticates the signature, a similar process is carried out. The sender's and the receiver's calculations are compared: if the results are the same, the signature is valid; if they are different, the signature is not valid. This technology is currently used by the Department of Corrections in the medical and legal access fields. The Department does not need to purchase additional digital signature software, but some programming modifications are required to interface the various specialized software programs used by the Department.

While off-the-shelf software for the remainder of the project would be a workable solution, the software would not interface with other systems currently in use by the Parole Board and DOC. A PDF form with no connection to the Department of Corrections Information System (DCIS) requires the user of the form to enter data that is available in DCIS (inmate DOC number, name, date of birth, parole eligibility date, crimes and sentences, etc). Use of an intelligent form interfaced with DCIS would automatically complete the fields for the standard information, yet allow sophisticated business rules to prevent the selection of mutually exclusive options (i.e. if Box A is checked, the user cannot check Box B). This would also reduce the chance for errors in data entry, and allow for quicker reviews by a secondary Board member after the hearing.

In place of the un-intelligent off-the-shelf software forms, DOC Information Systems would create intelligent forms that, when connected to DCIS, will “self fill” specified fields when an inmate’s DOC number is entered. Once the form is completed, the new data would be saved in DCIS, eliminating additional data entry by Time Computation and other areas currently being done. It is also proposed that, in the programming, there be creation of a “Case Manager Packet” that can be generated with a single selection in DCIS (currently the packet consists of hard copies of several DCIS screens). This report can be created by either the Case Manager for presentation to the Parole Board member or the member can generate the report and view it electronically on the laptops. A more extensive case management packet is created for video conferences (additional printouts and information from the inmate file), then sent by Federal Express to the Parole Board office. In October, 2007, there were 367 video conference hearings scheduled, which is considered an average video schedule by Parole Board staff. If all forms were electronic-based, this would save copying and mailing 367 larger packets at approximately \$1.50 each (\$6,606 annually) just for video conference hearings (13% of the overall hearings).

The current electronic Parole Board Action form would also be upgraded into a web-based application retrievable by any board member at any time. The form could be self filling, completed at the conclusion of the hearing, and routed to the proper channels immediately.

The arrest and warrant forms would also become automated, where they could be sent to the Parole Board electronically, digitally signed, and forwarded electronically to the State Patrol.

Information Systems staff estimate the required software development would entail approximately 428.5 hours at \$70 per hour for a total of \$29,995 in operating. This includes converting existing forms to electronic format.

Consequences if Not Funded:

Parole Board paperwork processes would continue to be cumbersome, labor intensive, and an ineffective use of staff time and resources. Researching trends or statistics relating to this area would continue to be difficult to compile, resulting in longer research timeframes and less comparisons than if the data were easily disseminated. Continually increasing prison populations will push increased hearing requirements onto the Parole Board, creating increased paper consumption, staff time, and mailing costs. Time savings from using electronic forms and digital signatures would allow valuable staff time to be used in other critical duties.

Calculations for Request:

Summary of Request FY 08-09	Total Funds	General Fund	Cash Funds	Cash Funds Exempt	Federal Funds	FTE
Total Request	\$54,369	\$54,369	\$0	\$0	\$0	0.0
(6) Parole Board Start Up	\$54,369	\$54,369	\$0	\$0	\$0	0.0

Summary of Request FY 09-10	Total Funds	General Fund	Cash Funds	Cash Funds Exempt	Federal Funds	FTE
Total Request	\$5,000	\$5,000	\$0	\$0	\$0	0.0
(3G) Information Systems Operating	\$5,000	\$5,000	\$0	\$0	\$0	0.0

<b>Table 1</b>		
<b>Computer &amp; Software Costs*</b>		
Laptop Computers	Dell D630	\$1,190
Microsoft Office Professional		\$330
Footprints Software		\$15
E-Trust Anti-Virus Software		\$15
CRT (DCIS) Software		\$15
Encryption Software		\$45
LoJack Software		\$90
Dell modem		\$41
<b>Total Hardware/Software Pkg. per Computer</b>		<b>\$1,741</b>
<b>14 computers @ \$1,741 each</b>	<b>TOTAL</b>	<b>\$24,374</b>
*Costs determined through DOC Dell Website, a custom website and pricing specific for DOC purchases. Prices subject to change.		



Table 2: Projected Time Savings (in Minutes)			
	Admin Support	Case Mgmt	Parole Board
Auto Fill Notice of Parole Board Action form		15	
Prepare Case Management Packet (15 minutes saved for on-site hearings. 30 minutes for video conference hearings.)		15	
Digital Signature of Action form			5
Second Review of Hearings, digitally signed			10
Copying not needed for Time Computation, DOC Records, Inmate File and Inmate	15		
Secondary data entry not needed for hearing proceedings	25		
Mailing preparation for packets	10		
Additional time needed for e-mailing documents		(3)	(6)
<b>Total time savings in minutes per hearing (Overall total of 86 minutes per hearing)</b>	<b>50</b>	<b>27</b>	<b>9</b>
Portion of hour	0.83	0.45	0.15
Beginning monthly salary	\$2,885	\$4,400	\$7,408
Average hourly salary	\$16.64	\$25.38	\$42.74
Cost savings per hearing	\$13.87	\$11.42	\$6.41
<b>Total Per Hearing (Admin Support, Case Management, Parole Board)</b>	<b>\$31.70</b>		
<b>Indirect time savings</b>			
Mailing time for packets to reach Parole Board			
Increased accuracy in data entry due to intelligent forms			
Ability to amend Action Forms without separate hard copies			
Increased readability of electronic forms compared to handwritten, faxed forms			
Instant access of digitally signed forms by e-mail rather than fax or mail			
Instant access of hearing documents after review			

Assumptions for Calculations: Computer and software pricing will remain the same until time of order.  
Software development is estimated at 428.5 hours @ \$70/hour.

Impact on Other Government Agencies: OIT

Cost Benefit Analysis:

Cost	Benefit
General Fund Impact: \$54,369	The Department would be able to create efficiencies in the Parole Board process by reducing the number of handwritten, types and faxed documents, reducing the Federal Express shipping costs with the ability to e-mail signed documents, reducing time restrictions in getting official signatures, and savings in paper reduction and file storage. Additional time would be saved in data entry that would not be necessary with the updated software. First year savings of \$41,905 would be realized, with out-year savings of \$91,274 in years without computer replacement and \$78,352 or \$78,100 in years with computer replacements. See table below.

The table shown below reflects the Cost Benefit Analysis for a five year period for program costs.

Cost Benefit Analysis					
Fiscal Year	2008-09	2009-10	2010-11	2011-12	2012-13
Costs	\$54,369	\$5,000	\$5,000	\$17,922	\$18,174
Approximate hours saved through electronic forms and digital signatures (86 minutes x 32,288 application, rescission, revocation hearings x \$31.70 (see table 2 above)	\$88,023	\$88,023	\$88,023	\$88,023	\$88,023
Mailing cost savings (2007 = \$7,303—estimated cost savings of half or \$3651)	\$3,651	\$3,651	\$3,651	\$3,651	\$3,651
Printing cost savings (\$4,600 per year currently paid for NCR forms)	\$4,600	\$4,600	\$4,600	\$4,600	\$4,600
Cost benefit to State (Costs – time savings – mailing savings = benefit)*	\$41,905	\$91,274	\$91,274	\$78,352	\$78,100

\*Savings for video conference hearing packets are included in time and mailing savings.

1. The cost benefit analysis assumes 14 laptop computers and related software developed in FY 08-09.
2. Seven computers (at \$1,846) will be replaced in FY 2011-12 and seven computers (at \$1,882) in FY 2012-13 (inflation rate of 2% assumed each calendar year).
3. Software maintenance of \$5,000 per year is assumed for all out-years.
4. Time savings are outlined in Table 2.

Implementation Schedule:

Task	Month/Year
Internal Research/Planning Period	May, 2008
Order computers	July, 2008
Receive hardware, install	July, 2008
Convert files to electronic format	July, 2008
Software development	July – September, 2008
Implement digital signatures and e-mail protocol	September, 2008

Statutory and Federal Authority:

The statutes for the duties and powers of the Executive Director confer the authority to the Executive Director to manage, supervise, and control the correctional facilities within the State of Colorado and bestows authority to enter into agreements, contracts, and issue administrative warrants.

Article 1 Department of Corrections

Part 1 Corrections Administration

**17-2-201. (2007) State board of parole.**

*(1) (a) There is hereby created a state board of parole, referred to in this part 2 as the "board", which shall consist of seven members.*

*(8) The board has the power, in the performance of official duties, to issue warrants and subpoenas, to compel the attendance of witnesses and the production of books, papers, and other documents pertinent to the subject of its inquiry, and to administer oaths and take the testimony of persons under oath. The issuance of a warrant tolls the expiration of a parolee's parole.*

*(9)(b) When a recommendation has been made before the board for revocation or modification of a parole, the final disposition of such application shall be reduced to writing. The parolee shall be advised by the board of the final decision at the conclusion of the hearing or within a period not to exceed five working days following said hearing; however, a parolee may waive the five-day notice requirement. A copy of the final order of the board shall be delivered to the parolee within ten working days after the completion of the hearing.*

Performance Measures:

The Information Technology Performance Measure will increase overall proficiency of the Parole Board that closely corresponds to the electronic imaging request. DCIS/PCDCIS are the programs used for the case management packets and offender information databases, and efficiencies in those programs will effectively increase efficiency in the Parole Board.

2. Information Technology (Systems Management) – Increase information technology systems availability and reliability.

	PERFORMANCE MEASURE	Outcome	FY 05-06 Actual	FY 06-07 Actual	FY 07-08 Appropriated	FY 08-09 Request
	The response time of screens during data input and data access for DCIS/PCDCIS	Benchmark	30 seconds	30 seconds	30 seconds	20 seconds
		Actual	30 seconds	48 seconds	N/A	N/A